Woodbury
PerformanceScorecard

September 2020 • An annual report to citizens on performance of city services

Certificate of Excellence for Woodbury performance management

2020 CERTIFICATE OF EXCELLENCE in Performance Management **ICMA** ★★★

Since 2011, the City of Woodbury has annually received the Certificate of Excellence for performance measurement by the International City/County Management Association (ICMA). ICMA awards certificates each year to recognize programs that instill a culture of performance management; pursue comparative analysis and data-informed decision-making; and promote transparency. The Certificate of Excellence is the highest level of the award. For 2020, 25 cities in the U.S. received this award and Woodbury was the only city in Minnesota.

City of Woodbury reports its performance

Since the mid-1990s, the City of Woodbury has published an annual performance report that provides more than 300 pieces of data on the performance of city services and operations. This data is assembled into an annual report that is presented to the Council and posted on the city website for public review. The Performance Scorecard is a summary of the city's performance report and has been provided annually since 2011.

The purpose of the program is to provide the city with data for strategic planning; to provide the City Council with useful information to make decisions; to indicate areas of success or those in need of improvement; and to provide accountability to the public by providing a more transparent government.

Performance Reporting in Action

How do city leaders know if services provided are meeting expected goals? How do residents know if city services are meeting quality expectations and being provided effectively? By measuring for results through performance reporting, the city continually strives to answer these questions.

In Woodbury, the city not only tracks and reports its performance data, it analyzes the data to then act. It's critical to the city's process to use metrics that yield actionable information, as well as conducting a biennial community survey. Data driven decision making is how Woodbury stays focused on its value of exceeding expectations.

Prepare → Analyze → Act
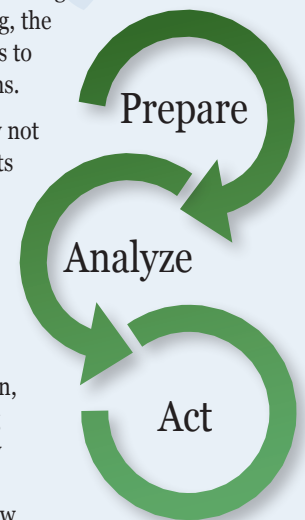
2019 performance highlights

For the **Healtheast Sports Center**, 11 out of 12 core measures were the highest reported for the five-year period as detailed in the report. This includes measures regarding income as well as hours sold in the ice arena and the field house. Overall, the sports center reported outstanding performance in 2019.

Within the **Public Safety Department**, emergency medical services demand continued to grow in 2019 while paramedic/ambulance response time exceeded the established goal. The fire service response goal metric was not met again in 2019 and is under review as part of an on-going Public Safety staffing study.

The **Eagle Valley Golf Course** reported a number of metrics in 2019 that rebounded from lower performance in 2018. Total rounds played increased by nearly 16 percent in one year and the operating income metric achieved the established goal.

The established goal of having less than 75 gallons of water used per capita per day was achieved in 2019, with 71 being reported. This was the lowest reported for the five-year period and is at least partially attributed to the City of Woodbury's and its residents' commitment to water efficiency. The amount of gallons pumped by the city was also the lowest reported for the five-year period.

Commercial and residential growth continued strongly into 2019. For several key metrics, as detailed in the full report, the city had positive results in 2019. Many metrics measuring the increasing amount of city infrastructure such as miles of streets, water mains, ponds, etc. also further demonstrate the city's on-going growth and development.

The **Public Works Department** has continued its high achievement for goals set for snow and ice control in 2019. For the fourth year in a row, the department met its goal for completing routes in under eight hours for a full snow plowing event. This is notable given the number of events for the year and the amount of snow were reported as the highest for the five-year period shown in the report.

Performance Scorecard

The intent of the following table is to provide the residents of Woodbury with some meaningful data on the performance of core city services. Three years of data history are provided with the city's target goal for the service, if applicable. If the city doesn't have an established goal for the service, a five-year average is given.

Performance Category	2017	2018	2019	Target* (or 5-year avg.)
City Management and Finances				
Bond rating (Standard and Poor's)	AAA	AAA	AAA	AAA
Debt service expenditures as a percentage of total governmental fund expenditures	9.96%	7.31%	7.45%	9.39% (avg.)
Rate of employee turnover (excluding retirements, seasonals, paid-on-call)	3.6%	4.7%	4.4%	< 5%
Community Development				
Number of inspections (excluding electrical)	19,118	22,922	22,970	20,209 (avg.)
Engineering				
Rolling 5-year average pavement condition index score for non-residential city streets	72.1	71.1	70.6	75.0
Rolling 5-year average pavement condition index score for residential city streets	71.0	71.0	72.6	70.0
Percent of total system lane miles requiring maintenance	21.3%	29%	28%	< 26%
Parks and Recreation				
Overall recreation participation	80,674	84,909	82,941	82,482 (avg.)
Percent of available prime season ice hours rented at the sports center	83%	86%	87%	80%
Public Safety				
Part I crime rate per 1,000 residents	21	19	22	20 (avg.)
Part II crime rate per 1,000 residents	37	26	21	30 (avg.)
Fire response: Percentage of time five firefighters on scene in less than nine minutes to emergency fire calls	64%	57%	39%	90%
Fire response: Sustained major fire response, percentage of time an additional six firefighters are on scene in less than 13 minutes	90%	64%	47%	90%
Paramedic/ambulance: Percentage of time on scene in less than nine minutes	93%	93%	92%	90%
Public Works				
Snowplowing: Percent of full snow and ice clearing events completed within eight hours	100%	94%	100%	80%
Number of full snow and ice cleaning events	9	17	22	12.4 (avg.)
Number of trees planted/trees removed	358/237	294/548	353/282	383/376 (avg.)
Public Works - Utilities				
Potable Water: Residential per capita served water usage (gallons per day)	80	80	71	75
Safe drinking water standards met	Yes	Yes	Yes	Yes
Sanitary Sewer: Number of sewer blockages	1	2	1	2 (avg.)

*Target/goal is indicated when available. If a target/goal is not used for tracking the measure, the five-year average is indicated.

The complete 2019 Performance Report was presented to the City Council at its July 22 workshop meeting and is available on the city's website.

We want to hear from you

Did you like this report? Do you have any suggestions for improvement or additional information you'd like to see? If so, please contact Angela Gorall, assistant city administrator, at 651-714-3573 or at angela.gorall@woodburymn.gov.

For more information, visit woodburymn.gov/performance.